

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: CLERK II -
Reception

SALARY GROUP: A09

DEPARTMENT: Human Resources Division

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CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Shannon Wood DATE: 12/13/2021

POSITION #: 004468

I. JOB SUMMARY

Performs complex human resources clerical work. Work involves compiling and tabulating data; checking documents for accuracy; transporting documents; and maintaining files. Works under general supervision with limited latitude for the use of initiative and independent judgment.

II. ESSENTIAL FUNCTIONS

- A. Receives and directs visitors; assists with inquiries regarding employment opportunities; and answers a multi-line telephone, takes messages, and routes calls appropriately.
- B. Answers inquiries regarding human resources forms, records, policies, and procedures; assists the public and staff in completing forms; and distributes human resources information.
- C. Performs data entry, retrieval, and data searches; types and performs word processing; verifies and reviews forms, records, and other documents for accuracy and completeness; and assists in resolving discrepancies.
- D. Receives delivered packages, documents, supplies, and equipment; opens, date stamps, and distributes specialty mail as appropriate; and checks routing to correct discrepancies on incoming and outgoing mail.

* Performs a variety of marginal duties not listed, to be determined and assigned as needed.

III. MINIMUM QUALIFICATIONS

A. Education, Experience, and Training

- 1. Graduation from an accredited senior high school or equivalent or GED.
- 2. One year full-time, wage-earning clerical or secretarial experience. Thirty semester hours from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE) may be substituted for each year of experience on a year-for-year basis.

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3. Human resources experience preferred.
4. Computer operations experience preferred.

B. Knowledge and Skills

1. Knowledge of office practices and procedures.
2. Knowledge of business terminology, spelling, punctuation, and grammar.
3. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
4. Skill to communicate ideas and instructions clearly and concisely.
5. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
6. Skill to interpret and apply rules, regulations, policies, and procedures.
7. Skill in the electronic transmission of communications.
8. Skill to type 45 words per minute (with no more than 10 errors) preferred.
9. Skill in the use of computers and related equipment in a stand-alone or local area network environment preferred.

IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry 15-44 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, calculator, copier, fax machine, date stamp machine, hand truck, wheel cart, pallet jack, dolly, telephone to include multi-line console, and automobile.